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| **Job title** | **Member Executive** |
| **Summary & Scope** | Reporting to the VP Member Growth and Strategy, the Member Executive is responsible for all activities related to recruiting new members and retaining existing members by developing relationships, recommending solutions and providing information, support, guidance and excellent service. The Member Executive is the key point of contact between the Chamber and its business members. |
| **Essential Duties & Responsibilities**  (Other duties may be assigned) | * Sales   + Conduct market research to build and manage a sales pipeline by identifying prospective new members and opportunities and following up appropriately to achieve monthly new member goals utilizing an organized system   + Establish strong working knowledge of Chamber products, programs, offerings etc. to effectively communicate to members and prospects   + Build networks and circles of influence through traditional channels as well as new technology and social media platforms to grow prospect list   + Prepare and deliver appropriate presentations on benefits of membership   + Strategize with Membership team on program structure (dues, benefits and services) to continue to meet membership needs * Retention:   + Manage regional member accounts through consistent relationship touchpoints (email, phone calls and face to face meetings) as defined by leadership to ensure renewals are made at appropriate time   + Grow member engagement through participation in events and assist them in taking full advantage of membership benefits such as marketing opportunities   + Remain current on industry trends and geographic market activities to enhance member interaction   + Achieve established retention/dues revenue goals * Administrative   + Document all activities and contacts with current, new, and potential members in CRM database   + Schedule calendar time to accomplish recurring activities such as dues renewal communications, invoices, expense reports, payroll etc.   + Follow up on delinquent accounts with appropriate communications to secure revenue   + Collaborate with cross functional teams (Government Affairs, Marketing, IT etc.) to develop and manage member centric policies, procedures, and practices   + Maintain professional and technical knowledge by attending workshops, reviewing professional publications, establishing personal networks and participating in professional development |
| **Additional Responsibilities**  (Other duties may be assigned) | * Actively support and participate in Chamber events and programs * Serve as an Ambassador for the Chamber in defined region to enhance visibility and promote it as a vital function of the business community * Represent the Chamber professionally and positively * Attend and participate in team sales meetings * Other duties as assigned by Membership Director |
| **Education and/or Experience** | This position requires a minimum of 5 years of proven work experience and demonstrated success in outside sales roles as well as a bachelor’s degree in a related field; or a comparable combination of education and experience. Proficient computer skills including but not limited to Microsoft Word, Excel, Outlook, etc., as well as experience in or ability to learn member database systems is required. |
| **Qualifications** | * Thorough knowledge of PA Chamber vision, mission and strategic focus and the needs of a state-wide, diverse, member-driven organization * Maintain working knowledge of PA Chambers legislative priorities and advocacy platform * Highly motivated with B2B and B2C sales experience – selling and closing * Highly effective communication skills – verbal and written * Strong networking skills * Excellent relationship management skills * Strong analytical skills * Strong time management and multi-tasking skills with ability to organize, prioritize and work independently * Must be a positive team player that works well in an adapting environment * Must have the ability to foster the values of a member centric program * Flexible scheduling to accommodate Chamber and member events outside of standard work day.   To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements contained in this description are representative of the knowledge, skill, and/or ability required and may not include all job duties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| **Language Skills** | Must have superior verbal and written skills and be able to communicate effectively in English, both orally and in writing, and be able to comprehend same. Ability to read, analyze, and interpret documents including, but not limited to, event contracts and member communications. Ability to effectively communicate the Chamber’s mission and goals and use persuasive language skills to attract and retain event sponsors and successfully negotiate with vendors. |
| **Mathematical Skills** | Must have sufficient math ability to fully comprehend and operate within a budget, communicate financial data to others, and negotiate contracted pricing in relationship to events. |
| **Reasoning Ability** | Ability to define problems, collect data, and establish facts. Ability to interpret and solve practical problems and deal with a variety of concrete and abstract variables. Using sound judgment, able to analyze and prioritize tasks in a meaningful manner to ensure work is done in a timely and organized manner. |
| **Physical Demands** | The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.  While performing the duties of this job, the employee is frequently required to stand; walk, sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds including moving boxes of event materials. The employee must be capable of operating typical office equipment including but not limited to, computers, phones, photocopiers, and fax machines. Specific vision abilities required by job include close vision with full color spectrum. |
| **Work Environment** | The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position is located in our Harrisburg office, where the noise level is usually quiet to moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| **Other** | All PCI Services employees must display a positive, collaborative attitude and must possess the ability to effectively interact with coworkers, members, and the public. Additionally, all PCI Services employees must be cognizant of their individual role as a public representative of the PA Chamber and convey a professional organizational image. This position is exempt and is compensated based on a set salary. This position supervises others. Duties and responsibilities are subject to change with or without notice. |